

# Virtual Operator Actions

## Troubleshooting Virtual Operator Action Patterns

### Symptoms

From time to time, the Virtual Operator (AutoClient) will automatically defer an Action Pattern to an Operator's Attention. Within the customer Activity it appears that the AutoClient didn't even try to manage the alarm.

### Possible Causes

There are several reasons why this can happen:

- There is a comment that is flagged to show on Alarm and set to "Operator Must See Alarm." This means that the Virtual Operator is not allowed to do its job until the Operator has viewed and reviewed that comment.
- There is an outstanding Maintenance issue for that contact or customer. This will force the alarm to an operator in order to address the issue.
- If the Action Pattern is not officially flagged for the Virtual Operator to take first. Such as, a comment listed at the top of the action pattern, or the first contact is not 'auto-client capable,' like Contact Customer.
- The operator explicitly pulled the alarm down from the alarm queue.
- The alarm's last activity was greater than 10 seconds ago.
- The Broker determined the Auto-client (Virtual Operator) is not running.
- The event code does not have an Action Pattern.

### Steps to correct the cause:

#### Comment or Maintenance Issue

- Log into the Customer record and look for the Comment with the Operator Must View Alarm selected and change it to Ignore. (This will not prevent a non-automatic action from showing the comment to an operator)
- If there is a Maintenance issue that may be resolved, resolve the Maintenance Issue.
- If there is no comment on the Customer with the Operator Must View alarm setting, look on all entities attached to the Customer record. These include:
  - Dealer
  - Agency (Group Call List, Guarding, Janitorial, etc.)
  - Authority (Police, Fire, Medical)
  - Branch
  - Other linked Customer Records

#### Action Pattern is Not AutoClient Capable

- Load the Action Pattern, where it resides, and verify that the first Action is something the Virtual Operator can do like: "CONTACT CUSTOMER AT EMAIL USING SCRIPT ABCD"

#### Virtual Operator (AutoClient) is not running

If you have access to the Manitou System Manager, go to the active server and right-click the AutoClient and start it. If it continues to shut down, please contact support.



### Additional Notes:

It is VERY important to plan your Virtual Operator (AutoClient) Action Patterns carefully. Be sure to fully understand the customer need you are attempting to solve. Confirm that the solution is managed best in this manner.

Always remember to Test!

*These instructions are for all Manitou versions up to 1.63*